



National Veterans'
Technical Assistance Center

Motivational Interviewing (MI) for the Homeless Veterans' Reintegration Program (HVRP)

Virtual Learning Course Series 4,
Session 2 of 4

October 12, 2023

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NVTAC Overview

NVTAC Role (1 of 2)

- Provide technical assistance designed to increase grantees' ability to establish and operate successful HVRP grants
- Support HVRP grantees throughout their period of performance to ensure that challenges are resolved quickly
- Provide effective training and peer-to-peer learning opportunities that result in increased knowledge and adoption of innovative practices among HVRP programs nationwide

NVTAC Role (2 of 2)

- Provide technical expertise to federal staff to assist in policy development in support of program oversight and strategic planning for the future of HVRP
- Quantify grantees' customer satisfaction and share promising practices and lessons learned

Agenda

- In this training, you will learn about/discuss
 - The five stages of change
 - Apply MI stage-matched vocational interventions in HVRP
 - Case management skills needed for MI utilization
 - Discuss case studies using an MI lens

Interactive Activity

Are you familiar with MI techniques?

Have you used MI techniques in HVRP?

MI: The Stages of Change

What is MI?

- MI is a collaborative conversation that focuses on increasing the participant's motivation to change
- The case manager uses active listening and other techniques to guide the conversation, but the process is driven by the client
- Focus on where the person is at in terms of the five stages of change: pre-contemplation, contemplation, preparation, action, and maintenance
- MI recognizes that change is hard, and the process is fluid

Source: Miller W., Rollnick S., editors. (2002). Motivational interviewing: preparing people for change. 2nd ed. New York: Guilford Press.

Pre-Contemplation

- Not considering change or seeing it as an option
- Employment not considered/thought about
- Example responses:
 - “I cannot work”
 - “I will not work”
- Example behaviors:
 - Veteran initially was in HVRP but is no longer engaged
 - Others want them to work, but they do not
- **MI Skill:** Encourage and build trust

Building Trust

- Build a working alliance - have scheduled weekly contact and follow up if they do not initially respond
- Connect with the referral source
- Have open-ended conversations - use work talk
- Let the individual tell their life story; listen for details about interests, skills, talents, and work history - take them out in their community for coffee
- Provide information and raise awareness about HVRP services

Contemplation

- Thinking about making a change but not sure about following through with it
- Seeing employment as a possible goal
- Example responses:
 - “I might”
 - “Sounds interesting”
- Example behaviors
 - Wanted to be referred to HVRP
 - Asks the HVRP case manager about what it can offer
- **MI Skill:** Active listening and asking

Active Listening and Asking

- Help the individual discuss ambivalence about work
- Discuss the advantages and disadvantages of working, talking with their supports (if applicable), and how work will affect their benefits and life in general.
- Make other successful individuals' stories available to potential job seekers

Preparation

- Has defined intention to change and plans to do so
- Wants to become employed and has established goals with a defined plan
- Example responses:
 - “I will”
 - “I want”
- Example behavior:
 - Develops an Individual Employment Plan (IEP) with the HVRP case manager
 - Attends all HVRP appointments
- **MI Skill:** Guide and ask, move to action

Move to Action

- Help problem-solve perceived barriers (e.g., referring to a benefits specialist for benefits analysis)
- Help the individual develop their IEP
- Help the individual prepare resumes and prepare for interviews by doing role plays and mock interviews with real employers.
- Reinforce the individual's ability to work by giving them hope and develop strategies geared toward placement success

Action

- Commits to making change (time and energy)
- Follows IEP to achieve work goal
- Example responses:
 - “I am excited to”
 - “I can”
- Example behaviors:
 - Initiates active job search that can lead to placement
 - Has informational visits with employers
- **MI Skill:** Inform, clarify direction, educate

Inform, Clarify, Educate

- Help the individual prepare resumes and prepare for interviews by doing role plays and mock interviews with real employers.
- Help the individual follow up after applications/interviews
- Help the individual begin the job by using follow-along supports checklists, talking about transportation, child care, etc.
- Engage in ongoing assessment and problem-solving
- Update vocational profile as needed
- Meet at least weekly with the individual, more often at the start of a new job, to establish what follow-along supports will look like

Maintenance

- Is successfully employed
- Example responses:
 - “I have”
 - “I now want to”
- Example behaviors:
 - Wants to explore promotion opportunities or develop skills
 - May want to transition to another workplace
- **MI Skill:** Support and encourage

Support and Encourage

- Meet the individual at the worksite (only with consent) and go to reviews if possible
- If consent is not given, meet at a location chosen by the individual to discuss strategies to maintain their job/embark on a career path
- Utilize resources to address job retention challenges
- Assist the individual with inquiring about advancement
- Assist when advancement occurs
- Develop natural supports by reviewing who can step in when HVRP is not there—who will help with reporting wages, etc.

MI Case Management Skills

MI Skills (1 of 5)

MI interventions use skills that are applicable to all case management HVRP interventions

- Unconditional Positive Regard
- Empathy
- Proactive Listening
- Guide and Move to Action

MI Skills (2 of 5)

Unconditional Positive Regard

- Respecting everyone as a human being and operating under the assumption that they are doing the best they can

MI Skills (3 of 5)

Empathy

- The ability to meet a person where they are and understand their experience and feelings

MI Skills (4 of 5)

Proactive Listening

- The ability to gain insight into what the veteran is communicating through reflection and asking informed questions

MI Skills (5 of 5)

Guide and Move to Action

- Utilizing the skills of unconditional positive regard, empathy, and proactive listening to motivate veterans to achieve their employment goal wherever they are in their change process

Interactive Activity: Case Studies

Case 1

Ruby is a 40-year-old army veteran who served in Afghanistan. She became homeless post-discharge. She is currently in a Supportive Services for Veteran Families (SSVF) program and receives treatment for Post Traumatic Stress Disorder (PTSD) through a U.S. Department of Veterans Affairs (VA) outpatient clinic. She was referred to HVRP as she is thinking that she might want to work. This is her first meeting with an HVRP case manager.

1. What stage of change is Ruby in?
2. What questions could you ask to learn more about Ruby and her desire to work?

Case 2

Steve is a 55-year-old veteran who uses a wheelchair and is a U.S. Housing and Urban Development-Veterans Administration Supportive Housing (HUD-VASH) client. He has been an active HVRP participant and wants to “work with computers.”

1. What stage of change is Steve in?
2. What questions could you ask to learn more about Steve and his desire to work with computers?

Case 3

Sarah is a 30-year-old, dually-diagnosed veteran who currently resides in a VA Grant per Diem (GPD) program. She was placed by her HVRP in a retail store based on her interest to work in a sporting goods store and has been working successfully for 30 days. She is meeting with her HVRP case manager for follow-up support and stated that, while she loves her job and her colleagues, she is reluctant to ask her supervisor for help on new tasks she is learning.

1. What stage of change is Sarah in?
2. How would you support Sarah to get help from her supervisor?

Interactive Activity: Discussion

Beyond the case studies, what other MI techniques/responses have you used?

References

- Miller W., Rollnick S., editors. (2002). Motivational interviewing: preparing people for change. 2nd ed. New York: Guilford Press.
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Questions?

Thank you!

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